

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **HOS1123 Rooms Division Operations**
Semester & Year : May - August 2022
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (30 marks) : THIRTY (30) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (70 marks) : SEVEN (7) short answer type of questions. Write your answer(s) in the answer booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.**
- Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.**

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 8 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(70 MARKS)****INSTRUCTION(S)**: Answer **SEVEN (7)** questions. Write your answer(s) in the answer booklet provided.

1. Differentiate Guaranteed and Non-Guaranteed Reservation. (10 marks)

2. Illustrate the posting process with the hotel's involvement and the guest's involvement. (10 marks)

3. Briefly explain the following terms used in Front Office:
 - a) Hollywood twin room (2 marks)
 - b) Murphy Bedded Room (2 marks)
 - c) Siberia Room (2 marks)
 - d) O.O.O. (2 marks)
 - e) HOUSE (2 marks)

4. State the **priority** for cleaning rooms in housekeeping department. (10 marks)

5. Calculate the following using the correct formula. (10 mark)
 - a) Mrs Alicia Gan is staying in a superior room for 3 nights. Her room rate is RM450.00 nett. She will be settling her account by cash. How much cash deposit did the Receptionist collect from her during check-in?

 - b) During check in, Mr Patrick Johnson mentioned that he requires an extra bed in his room. An extra bed costs RM75.00 ++. He is staying for 4 nights. What is the total cost of the extra bed?

c) Mrs Tina Oswald and Mrs Ramesh Riki have shared a standard twin room for 3 nights. The room rate is RM320.00 ++ per night. They would like to check-out now. Mrs Oswald is paying for 60% of the charges by Visa Card. What is the amount that the Receptionist needs to enter into the credit card machine?

6. Describe clearly the FIVE (5) carpet cleaning method.

(10 marks)

7. You are a Room Attendant who works in Bubu Villa – a 5 star resort located in Perhentian Island, Terengganu. Mr Subramanian, General Manager of COS Malaysia with the status VIP is checking in now.

Turndown service offered to their VIP guest in Bubu Villa. Recommend the usual practice of turndown service.

Recommend any **FIVE (5)** of the hotel facilities to Mr Bocelli.

(10 marks)

END OF EXAM PAPER